| Electronic Acknowledgement Receipt   |   |  |  |  |
|--------------------------------------|---|--|--|--|
| EFS ID:                              | 3100873   |  |  |  |
| Application Number:                  | 10678876  |  |  |  |
| International Application Number:    |   |  |  |  |
| Confirmation Number:                 | 1277  |  |  |  |
| Title of Invention:                  | Call center communications system for handling calls to a call center |  |  |  |
| First Named Inventor/Applicant Name: | Minh Duy Khuc   |  |  |  |
| Customer Number:                     | 28004   |  |  |  |
| Filer:                               | Shannon L. Silversmith/Jamie Cameron                                  |  |  |  |
| Filer Authorized By:                 | Shannon L. Silversmith  |  |  |  |
| Attorney Docket Number:              | 1202a   |  |  |  |
| Receipt Date:                        | 03-APR-2008   |  |  |  |
| Filing Date:                         | 03-OCT-2003   |  |  |  |
| Time Stamp:                          | 17:12:59  |  |  |  |
| Application Type:                    | Utility under 35 USC 111(a)   |  |  |  |

## Payment information:

| Submitted with Payment                   | yes             |
|--|-----------------|
| Payment Type                             | Deposit Account |
| Payment was successfully received in RAM | \$630           |
| RAM confirmation Number                  | 2395            |
| Deposit Account                          | 210765          |
| Authorized User                          |                 |

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

| File Listing:                  |                                     |  |                                     |                     |                     |  |  |  |
|--------------------------------|-------------------------------------|--|-------------------------------------|---------------------|---------------------|--|--|--|
| Document<br>Number             | Document Description                | File Name                                    | File Size(Bytes)<br>/Message Digest | Multi<br>Part /.zip | Pages<br>(if appl.) |  |  |  |
| 1 Extension of Time            | Extension of Time                   | Estancian Of Time and f                      | 62892                               |                     |                     |  |  |  |
|                                | ExtensionOfTime.pdf                 | 3d0ea1385ea65fb0fe1b4e117ac80c77<br>419907ab | no                                  | 1                   |                     |  |  |  |
| Warnings:                      |                                     | •  |                                     |                     |                     |  |  |  |
| Information:                   |                                     |  |                                     |                     |                     |  |  |  |
| 2 Notice of Appeal Filed       | NoticeOfAppeal.pdf                  | 55396  | no                                  | 1                   |                     |  |  |  |
|                                |                                     | cf09f9402049b15d61595d6812661f3a4<br>daee546 |                                     |                     |                     |  |  |  |
| Warnings:                      |                                     |  |                                     |                     |                     |  |  |  |
| Information:                   |                                     |  |                                     |                     |                     |  |  |  |
| 3 Pre-Brief Conference request | PreAppealBriefRequestRevi<br>ew.pdf | 71064  | no                                  | 5                   |                     |  |  |  |
|                                |                                     | 2b0ebe3529b5f5244c80dfe86722c5baf<br>7ab7d48 |                                     |                     |                     |  |  |  |
| Warnings:                      |                                     |  |                                     |                     |                     |  |  |  |
| Information:                   |                                     |  |                                     |                     |                     |  |  |  |
| 4 Fee Worksheet (PTO-06)       | fee-info.pdf                        | 8314   | no                                  | 2                   |                     |  |  |  |
|                                |                                     | 2debbe91ad68d25cd3cd4da43cecc5a5<br>3d7a5fa6 |                                     |                     |                     |  |  |  |
| Warnings:                      |                                     |  |                                     |                     |                     |  |  |  |
| Information:                   |                                     |  |                                     |                     |                     |  |  |  |
|                                |                                     | Total Files Size (in bytes)                  | 19                                  | 97666               |                     |  |  |  |

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## New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

## National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

## New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.